

CAREER PROFILE

Name: Naveen Bajpai



Date of Birth: 05-07-1972

Address: 203 Palm Krishna, Sindhu Nagar, Lucknow, Uttar Pradesh, India

Nationality: Indian

Marital Status: Married

Languages: Hindi & English

Mobile No: +91 9829698457

E Mail ID: naveenbajpai72@gmail.com

Qualifications:.
3 Yrs Bachelor's Degree in Hotel Management (B.H.M.)
3 Yrs Bachelor's Degree in Science (B.Sc)

PROFESSIONAL EXPERIENCE

DNG "The Grand"

Kanpur, India

Oct' 2019 Till Date

General Manager



The DNG The Grand is the rising 4 star hotel in Kanpur. The hotel is a four story flamboyant luxury structure with fusion of vibrant colors. Hotel having most elegant rooms in city. Hotel introducing's OTS sky bar (Roof Top), fine dine multicuisine restaurant Masala Grill, discotheque Pub Bang Bang with live music and band facilities, The Hotel has egregious and distinctive design elegant Banquet Ball rooms, which will make events unforgettable with comfort and cognizant touches, personalized services.

Days Hotel, Wyndham Hotel Group (WHG)

Jaipur, India

Oct' 2017 Till Sep' 2019

General Manager



Wyndham Hotel Group is an international luxury hotel group offering choices of inspiring destinations. Each hotel in the group is distinguished by its own personality and respect for excellent service to our customers, encompassing approximately 8,000 hotels and more than 600,000 rooms in 66 countries under fifteen hotel brands such as Ramada, Days Inn, Baymont inn & suites, Howard Johnson, Knight Inn, etc.

Responsibilities:

Managing Property Operations and Department Budgets

- Ensure service programs are in place and executed.
- Review and follow-up on property Guest Service Satisfaction (GSS) scores and comments.
- Walk the property to ensure public spaces, grounds, work and kitchen areas meet sanitation and cleanliness/maintenance standards.
- Inspect guest rooms on a weekly basis to ensure cleanliness/maintenance.
- Prepare for Quality Assurance (QA) audits (i.e., daily and pre-visit activities).
- Encourage all departments to operate under Standard Operating Procedures (SOP) or Local SOPs (LSOP) and make sure they are up to date.
- Actively participate in GSS committee.
- Follow and adapt Standard Operating Procedures in all areas of responsibility according with local laws.

Managing and Sustaining Sales and Marketing Strategy

- Manage relationships with decision makers at top accounts.
- Interact with in-house guests to prospect for new sources of business.
- Work with Market Sales to establish property sales strategy, extended stay occupancy targets, sales goals, and action plans.
- Work with the Regional Sales office (RSO) to implement sales strategy for the property (e.g., goal setting, setting rates, Occ, etc.).
- Monitor sales strategy with RSO to ensure ongoing effectiveness and compliance.
- Participate in the property sales review.
- Actively participate in sales calls and sales visits to generate demand for the property and build relationships with potential customers.

Managing Profitability

- Measure, analyze, and communicate property performance using a variety of financial/non-financial data including controllable costs, sales revenue, guest satisfaction, and associate engagement data.
- Manage on-property controllable costs associated with rooms, housekeeping, events, and food and beverage operations.
- Review Purchase Detail Reports; identify, research, and resolve balance issues.
- Consolidate reports needed for period-end review (e.g., P&L, Accountancy, Banking Report, credit card fraud report).
- Prepare and review forecast vs. actual to adjust and modify in accordance with goals in sales and profitability.

Mapple Hotels, Palaces & Resorts

Jodhpur, India

Apr' 2010-Sep' 2017

General Manager



Known as the new face of Indian hospitality with properties all over the country such as Bangalore, Goa, Jodhpur, Bhimtaal, Corbett, Delhi(03 hotels), Pune and Jaipur to offers facilities that create the kind of environment where the guest can "Just be themselves".

Mapple Abhay, Jodhpur is 72 rooms with exclusive perks in the form mini-bar, tea coffee maker, electronic safe, modern luxurious bedrooms and of friendly, relaxed and charming hotel in the heart of Sun City Jodhpur.

Responsibilities:

- Managing hotel operations including rooms, food and beverage, event management to achieve overall budget.
- Carry out market research, competitor and customer surveys to optimize revenues.
- Evaluate business trends, determines applicability to customer profile and modify business strategies accordingly.
- Revenue management and marketing strategies
- Financial management skills e.g., ability to analyze P&L statements, develop operating budgets, forecasting and capital expenditure planning

City Palace, HRH Group Of Hotels

Udaipur, India

Aug' 2007 – Mar' 2010

General Manager



Historic Resort Hotels is a chain of Luxury Palaces, boutiques and heritage properties. TheGorbandh Palace, a Royal Retreats property of HRH group of Hotels with 83 rooms, is strategically located in the dessert city of Jaisalmer, offers modern amenities and thoughtful comforts in an authentic Rajasthani ambience.

- Forecast budgets, Submit Business Plan & Monitors status regularly and adjusts strategies as appropriate.
- Ensures alignment of the hotel's operations with owner.
- Develops the annual business plan and capital budget in conjunction with the owner.
- Collaborates with other company businesses to leverage resources, purchases, revenues and training opportunities.
- Analyses business results on a regular basis and takes actions to improve results as appropriate.

- Creates 100% guest satisfaction by creating a learning environment where employees are provided with the training and resources they need and deliver Yes I Can! service and teamwork.
- Ensures that the hotel delivers optimum Guest Satisfaction by developing customer feedback avenues (soliciting input, reports, etc.) and focusing management team on identifying trends and developing and implementing solutions

Le Meridien Jaipur

Jaipur, India

Dec' 2003 – Aug' 2007

Assistant Food & Beverage Manager



Le Meridien, Jaipur is a 5* Deluxe hotel having 96 rooms and 20 exclusive villas, 3 Restaurants, 2 Bars, Fun Pub, Spa, Butler services and a putting green for golf, having 65000 square ft. Banqueting facilities.

Responsibilities:

- Ensure the overall management of the F&B department at the point of sale as well as all the kitchens.
- Supervise all operational activities in order to achieve the hotel's objectives: gross operating profit, customer satisfaction, brand consistency and employee satisfaction.
- Ensure uniformity of service quality deployed in operations according to hotel standards.
- Conduct a periodic action plan in terms of budget, forecast and performance report.
- Direct operational meetings.
- Ensure that the budgets of the various wing points are respected and that the costs are controlled in collaboration with the financial service.
- Prepare and participate in the F&B budget, operational and CAPEX plan.
- Attend meetings of the management committee, P&L, F&B communication, trading review and strategic meetings.
- Ensure a benchmark on trends and new F&B concepts.
- Exceeded guest expectations, built customer loyalty and achieved 85% and 96% in LRA Quality audit and G.S.I. (Guest Satisfaction Index) respectively through voice of customer.

The Majestic

Goa, India

Dec' 2000 – Aug' 2003

Food & Beverage Manager



Responsibilities:

- Managing all day-to-day operations and staffing for Banquets, food and beverage, and catering sales.
- Ensures products and services delivered by the food and beverage team are of high quality.
- Relationship management of A, B and C accounts for banqueting and conferencing as well as food and beverage.
- Made a niche market for MICE and Weddings by offering Creative set-ups and thematic breaks Like Moksha Theme, Bollywood theme, café theme etc.
- Responsible for all food and beverage festivals.
- Successfully achieved budget with an increase of 40% and over and above the target with at 43% profitability.
- Part of the team, which carried out due process on Hotel Operations i.e. Housekeeping, Front Desks, Cashiering, Reservations and Switchboards.
- Coordinated with Front office, Housekeeping, and Engineering for daily room meetings, VIP's, FITS, GDS and Special requests.



TRAININGS

- Received A Certificate On "Quality Processes And Systems" In A Workshop Organized By Institut International Meridien (IIM) By Josephine Le Yannou.
- Commitment To Excellence
- Undergone Fire-Fighting & Train The Trainer Programs
- Wine Training Programs
- Undergone The Workshop On Star Wood " Food Safety And Hazards" And HACCP
- Achieved The Best Departments Trophy At Inter Unit "Starwood Cares" Competition Among F&B Service, F&B Production, Housekeeping, Front Office And Stores.
- Three Year's Bachelors Degree In Hotel Management (BHM) From Mangalore University Mangalore (From Year 1994 - 1997)